




## MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager   
Bureau of Communication and Computer Services

DATE: June 11, 2002

SUBJECT: Cellular Voice Mail Transition for Chicago Market

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Effective June 1, 2002, Verizon Wireless began transitioning all Chicago customers to a new voice mail platform. The first time users access their voice mail they will be prompted to initialize their new voice mailbox. A temporary password is not required to initially access the system. Customers will be required to establish a new 4 to 7 digit password, re-record their name, and set a new greeting.

The basic functionality of the new system is similar to the old system. The new system does however provide user with the following enhancements:

1. Call return – allows one-key “auto-dialing” to return calls to persons who left a message.
2. Personal Operator – allows users to forward calls to a designated number.
3. Fax – allows subscribers to accept a fax into their voice mail and then transfer to and print the fax from a designated fax machine.

Customers will have access to their old voicemail box until June 30, 2002. After that time they will not be able to access any saved messages on the old system. Access to the old system can be obtained by listening to the new main menu options. Customers can return to the new system by pressing ##.

For further information regarding this transition, please visit the Division of Telecommunications web site at [www.state.il.us/cms/telecom](http://www.state.il.us/cms/telecom) or contact Lori Usherwood at (217) 557-1652.